

June 6, 2007

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th St., S.W.  
Washington, D.C. 20554  
Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes  
CC Docket No. 92- 105

United Ways of Texas hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. United Ways of Texas is limiting its comments to the status of the 2-1-1 service in the state of Texas.

United Ways of Texas, since its inception in 1980, has served as the voluntary state association of Texas United Ways. With more than 75 United Way members, United Ways of Texas represents the public policy interests and community needs of the entire state of Texas. Eleven local United Ways serve as the 2-1-1 call centers within the 25 networks comprising the Texas Information and Referral Centers.

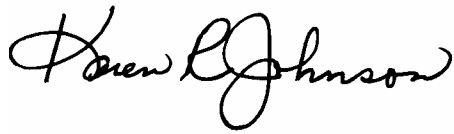
United Ways of Texas' history of commitment to and advancement of 2-1-1 via legislative action is strong and continues to this day. Because of our efforts and those of our United Way partners, 2-1-1 now operates statewide thanks to support from statewide elected officials and the 181 members of the Texas Legislature. United Ways of Texas advocates for ongoing expansion and support of this unique and extremely effective public/private collaborative. In fact, in recent legislative sessions, including the 80<sup>th</sup> Regular Session that ended on May 28, 2007, numerous state statutes have been refined and amended in recognition of the key role played by 2-1-1, including but not limited to support for returning veterans and child care information and referral.

The most common reasons clients give for calling 2-1-1 Texas include obtaining information regarding numerous types of programs, volunteer opportunities and general assistance. Callers dialing 2-1-1 receive updated information directing them to health care, food and clothing, housing, education, employment, counseling and support groups, legal assistance, volunteer opportunities, disaster recovery and relief, and much more. 2-1-1 is the official telephone number available throughout the State of Texas for non-emergency assistance to various national, state and local health and human services programs and disaster recovery and relief. 2-1-1 has

been invaluable to people in all parts of Texas. The 2-1-1 system played a key role in Texas response to and recovery from Hurricanes Katrina and Rita.

United Ways of Texas has worked closely with community partners and devoted significant time and resources to supporting 2-1-1 service to ease access for people in need of information about health and human services. We respectfully request that the Commission find the public is well-served by 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of the service. Thank you for your consideration of our comments.

Sincerely,

A handwritten signature in black ink that reads "Karen Johnson". The signature is fluid and cursive, with the first name "Karen" and last name "Johnson" clearly distinguishable.

Karen Johnson  
President/CEO